



U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Ho Chi Minh City	2. AGENCY Department of State	3a. POSITION NO. 332007-A30122
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ Yes ☐ No [6 positions: A30122/23/24/26/27/33]

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

- ☐ b. New Position
- ☒ c. Other (explain) Transfer from trainee level FSN-7 to full performance level FSN-8

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Info Unit Visa Assistant	FSN-8		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE OF POSITION (if different from official title) Information Visa Assistant	7. NAME OF EMPLOYEE
8. OFFICE/SECTION CONS	a. First Subdivision IV
b. Second Subdivision	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee Date(mm-dd-yy)	Typed Name and Signature of Local Supervisor Date(mm-dd-yy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor Date(mm-dd-yy)	Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)
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13. BASIC FUNCTION OF POSITION

Serve as Information Assistant in the Consular Section at the U.S. Consulate General in Ho Chi Minh City. While administratively a part of the Immigrant Visa Unit, in fact the incumbent is responsible for providing information on all aspects of consular work at the Consulate. Manage all communication between the Consular Section and visa applicants, U.S. citizens, legal representatives, Members of Congress, the State Department, other U.S. government agencies and the public. Maintain a comprehensive understanding of the complex details of the Immigration and

Nationality Act (INA) and evolving visa and American Citizen Services procedures and policies and all consular standard operating procedures. Exercise quality control and high service standards over all aspects of communication between the Consular Section and the public.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Communication: Manage communication between the Consular Section and the public, visa applicants, U.S. citizens, legal representatives, the U.S. Congress, State Department, the National Visa Center (NVC) and other U.S. government agencies and internal offices regarding immigrant and nonimmigrant visas and American Citizen Services cases. Compose personalized and timely responses which require expert knowledge of complicated laws and procedures. Research immigrant and non-immigrant visa, and American Citizen Services cases and liaise with staff from all Consular Section units to facilitate case action. Identify and assess inquiries regarding extraordinary and complex cases that require special handling.

40%

Specialized Visa Function: Maintain an in-depth understanding of immigrant visa, nonimmigrant visa and American Citizen Services policies and procedures, including the FAM, the INA, and policy guidance. Research complex U.S. laws and regulations (many unique to Vietnam such as Amerasian or other Humanitarian/Refugee cases), as well as established policies and procedures, to provide accurate information to Consular Section staff and inquirers. Manage receipt of forms, documents, case file updates, and other important information and appropriately update the Immigrant Visa system. Verify case termination status and take appropriate action to notify visa applicants. Draft revocation requests for suspected fraudulent immigrant visa petitions. Carry out long-term and special projects, such as the training of new employees, as assigned. Perform detail assignments to other units, such as Non-Immigrant Visa or Fraud Prevention Unit, as assigned.

30%

Public Relations: Attend to customers at the Consulate's Information Booth and via phone. Identify specific customer concerns, research case status and provide appropriate information and guidance. Explain visa law, policy and procedures, information regarding applications for U.S. passports and Child Report of Birth Abroad (CRBA), notary services, DNA procedures, and general questions to customers in a knowledgeable, professional courteous manner.

15%

Administrative Tasks: Maintain and utilize locally developed databases to monitor and record responses to public inquiries. Compose standard language and create templates for public correspondence. Draft brochures and informational bulletins in English and Vietnamese to provide clear and detailed information on immigrant, nonimmigrant and American Citizen Services to the public. Monitor and when necessary update the Consular Section pages of the Consulate's public website. Maintain signage and notice boards for the Consular Section. Manage Information Hour for U.S. Citizen in Vietnam seeking information concerning the status of visa cases. Translate for U.S. consular officers as needed. Synthesize Information Team statistics and produce monthly and annual reports for consular management. Coordinate handling and scanning of DNA results into consular databases. Serve as back up for the Information Supervisory Assistant as needed. Train team members, including the Information Team Officer. Perform other such duties as may be assigned by the supervisor.

15%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Secondary school is required.

b. Prior Work Experience:

The incumbent must have at least two years of progressively responsible experience in work involving the application of relatively complex regulatory material along with extensive public contact.

c. Post Entry Training:

The jobholder must complete the intensive consular applications computer training, FSI visa coursework such as the consular correspondence course (PC-102), and advanced individual and group training by American supervisors in visa processing procedures. The incumbent must have proficiency with Microsoft Office applications, as well as the computerized IV, NIV and ACS systems. The incumbent must be able to deal with customers in a professional and courteous manner, and to work under pressure.

d. Language Proficiency:

The position requires level III English and level IV Vietnamese. The incumbent must have the ability to translate and interpret to and from both English and Vietnamese.

e. Knowledge:

Comprehensive knowledge of applicable U.S. immigration laws and visa regulations, visa processing guidelines and general office management practices, as well as DOS, NVC, CIS/DHS roles as they relate to visa processing. The incumbent must also be familiar with all American Citizen Service procedures and regulations.

f. Skills and Abilities:

The jobholder must be able to use consular computer and Microsoft applications including spreadsheet and database management, as well as the ability to deal with the public with patience and tact and to work under pressure. The incumbent also must have the ability to translate/interpret professionally English to Vietnamese and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply relatively complex regulations. The incumbent must have excellent organizational, communications, and interpersonal skills, the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment.

16. **POSITION ELEMENTS**

a. Supervision Received:

The jobholder receives supervision from the Supervisory Information Assistant, Team officer, the IV Unit Chief and the Consular Section Chief.

b. Available Guidelines:

9 Foreign Affairs Manual, INA, Department cables, other English-language reference materials and standard operating procedures (SOPs), and precedent files.

c. Exercise of Judgment:

The jobholder must exercise judgment in the management of workflow, the handling of complex cases and inquiries, and in referring cases which may merit special or expedited processing to officers for review.

d. Authority to Make Commitments:

The incumbent has the authority to commit to responses on standard inquiries received via email, mail, phone or in person.

e. Nature, Level, and Purpose of Contacts:

Has daily contact with visa applicants, U.S. citizen petitioners and other interested, outside parties. Liaises with all other Consular Section units, PAS, the National Visa Center (NVC) and offices of the Department of Homeland Security's Citizenship and Immigration Services (USCIS) office located in Ho Chi Minh City. Occasionally contacts host country government officials on local regulations and procedures.

f. Supervision Exercised:

None.

g. Time Required to Perform Full Range of Duties after Entry into the Position:

1 year